FLETC DIRECTIVE (FD)	NUMBER: 95-01

Subject: STUDENT FEEDBACK ON CENTER TRAINING AND ADMINISTRATIVE SUPPORT IN CENTER BASIC PROGRAM (8PT, 8CI, AND 9CT)	DATE: 05/06/90 Sunset Review:

1.   PURPOSE. This directive establishes policies and procedures for collecting, processing, analyzing, and reporting student feedback concerning courses and instructors, training programs, and administrative services in the 8 PT, 8 CI, and 9 PT Programs at the Federal Law Enforcement Training Center.

2.   SCOPE. This directive applies to all Center personnel involved in the instruction or provision of services to students int the 8 PT, 8 CI, and 9 PT Programs, hereinafter referred to as Center Basic Programs. The policies and procedures for obtaining student feedback in other Center programs is contained in Center Directive 91-01.D, Student Critiques of Center Training and Facilities.

3.   REFERENCES.

        a.   FLETC Directive No. 91-01.D, Student Critiques of Center Training and Facilities.

        b. FLETC Directive No. 92-00, Faculty Advisor Responsibilities and Duties for Basic Training Programs.

        c.   FLETC Directive No. 91-00.A, Evaluation of Instruction.

4.   POLICY. The Student Feedback System presented in this directive is designed as a major element or the Center's overall quality assurance program. It shall be utilized at the FLETC as a means to gather, compile, and evaluate information regarding the quality of training and administrative support provided by the FLETC.

5.   DISCUSSION. Student feedback is part of a larger system of training quality control exercised by the Center. A major part of the Center's training quality control program is the observation, evaluation, and critique of courses and instructors by Division Chiefs, Program Managers, and Assistant Division Chiefs. Responsibilities and procedures for the evaluation of instruction by supervisory personnel are set forth in reference 3.c. above. Other parts of the Center's training quality control program include the analysis of student performance on written examinations and practical exercises, review of courses by agency training officials during curriculum review conferences, and Program Validation Studies, which analyze feedback from Center graduates and their supervisors. The purpose of the Student Feedback System is to assist Center Managers and Staff in identifying perceived strengths and weaknesses in Center operations. The end result of student feedback is to aid the Center in improving training and administrative services.

The benefits of student feedback are numerous. Students have intensive, immediate, and personal experience with the total training program and environment; therefore, from that perspective they are uniquely capable of providing feedback as to the overall effectiveness of instruction, facilities, and other factors affecting the training process. Its proper use as one of the instruments available to Center management can be of great assistance in maintaining excellence in all of the Center's student-related activities.

6.   DEFINITIONS.

a.   Student Feedback. This term includes information obtained from students by questionnaires which ask for their observations and/or views about courses, instructors, training programs, and administrative support.

b.   Course/Instructor Feedback Form (FTC-OGT-IIa). This is a form which contains objective, scale-type items (questions or statements) and open-ended items concerning a course and the instructor who presented the course (Attachment I). This form will be administered approximately nine times during an 8- or 9-week program. It addresses the individual course content and the effectiveness of the delivery of the course.

c.   Program Feedback Form (FTC-OGT-IIb [Rev. 3-881). This is a form which contains objective, scale-type items and open-ended items concerning the training program (Attachment 2). This form is administered during the final I-hour block of Student Feedback System time. It asks students for feedback about the entire training program.

d.   Administrative Services I Feedback Form (FTC-OGT-IIc). This is a form which contains objective, scale-type questions or statements and open-ended questions about Center administrative services, including pre-arrival information and in-processing activities (Attachment 3). This form is administered approximately 5 days after the beginning of a program. It is designed to solicit feedback from students about pre-arrival information, transportation, in-processing, housing, and food service.

e.   Administrative Services II Feedback Form (FTC-OGT-IId); This is a form which contains objective, scale-type questions or statements and open-ended questions about Center administrative services provided for students during their stay at the Center (Attachment 4). This form is administered during the final I-hour block of Student Feedback System time. It asks students, for feedback about all of the Center's administrative-services.

7.   RESPONSIBILITIES.

a.   Assistant Directors. The Assistant Director (General Training) has overall responsibility for the development, implementation, and maintenance of the Student Feedback System. The Assistant Directors for General and Special Training are responsible for jointly developing and maintaining questionnaires and reports used in the Course/Instructor and Program portions of the system. The Assistant Director (Administration) is responsible for developing and maintaining questionnaires and reports used in the Administrative Services portion of the system. The Assistant Directors for General and Special Training and Administration are responsible for ensuring that all personnel in his or her office receive whatever training is necessary for them to fulfil their responsibilities related to the Student Feedback System. As a minimum, all supervisors will receive training that addresses the purposes or the system, how the system functions, and how feedback information is to be used.

b.   Office of Administration Division Chiefs. Division Chiefs within the Office of Administration are responsible for assisting in the development and maintenance of questionnaires and reports used in the Administrative Services portion of the system, reviewing reports and student comments about administrative services and taking appropriate action to resolve problems identified by students.

c. Instructional Division Chiefs (OGT and OST). -Instructional Division Chiefs in OGT and OST are responsible for assisting in the development and maintenance of questionnaires and reports used in the Course/Instructor portion of the system. They are responsible for reviewing computer reports and student written comments about courses and instructors and taking appropriate action to recognize high ratings and/or improve courses and their delivery. Division Chiefs will ensure that personal information contained in student feedback instruments is safeguarded against

unauthorized disclosure. They are also responsible for filing and destroying reports and forms in accordance with the procedures set forth in this directive.

       d.   <u>Program Managers</u>. Program Managers are responsible for assisting in the development and maintenance of questionnaires and reports used in the Program portion of the system. They are responsible for reviewing reports and student written comments about programs and taking appropriate action to resolve problems. Program Managers will use student feedback as appropriate in planning for and conducting curriculum reviews and conferences. They are also responsible for safeguarding personal information contained in Program Feedback Forms against unauthorized disclosure and for filing and destroying reports and forms in accordance with the procedures set forth in this directive.

       e.   Chief, Program Support Division (PSD). The Chief of the Program Support Division (OGT) is responsible for maintaining and issuing the student feedback forms and specially marked envelopes and other administrative forms used in the Student Feedback System. These items will be stored in the Educational Aides Office and will be issued by the Educational Aides as needed to personnel who administer the student feedback forms. The Chief, PSD, will develop the necessary administrative procedures for ensuring there is an adequate supply of forms and envelopes on hand and for issuing the forms and envelopes to personnel who administer the student feedback forms.

       f.   Chief, Scheduling and Allocation Division (SAD). The Chief, Scheduling and Allocation Division, in coordination with OGT/OST schedulers, is responsible for scheduling a l-hour block of "Student Feedback System" time in each Center Basic program on/or about the fifth day~of training. During this block, students will receive an orientation on the Student Feedback System and will complete the Administrative Services I Feedback Form and one Course/Instructor Feedback Form. The Chief, SAD, will also schedule a 30-minute block of "Student Feedback System" time immediately following each written examination. This block will be scheduled between the completion of the examination and the conduct of the examination review. During this period, students will complete Course/Instructor Feedback Forms on two selected courses/instructors. A l-hour block of "Student Feedback System" time will be scheduled at or about the end of each Center Basic program for students to complete the Program and Administrative Services II Feedback Forms.

       g.   Chief, Information Systems Division (ISD). The Chief of the Information Systems Division is responsible for developing and maintaining the Student evaluation Module of the Training Management System (TMS), developing and maintaining a computerized system for systematically and equitably selecting courses and instructors to receive feedback, developing necessary reports, processing completed feedback

forms, and providing the completed forms and computer reports to designated managers. The Chief, ISD, will develop and maintain a computerized system for selecting and scheduling courses/ instructors to receive student feedback, and for providing this information to Program Managers for use by personnel responsible for administering Course/Instructor Feedback Forms.

h.   Program Specialists, Program Technicians, or Other <u>Designated Personnel</u>. These individuals are responsible for briefing students about the Student Feedback System, using a specially prepared videotape. They also are responsible for administering the feedback instruments as scheduled during the program, collecting and packaging completed feedback forms, delivering completed feedback forms to the Information Systems Division for processing, and, when requested, obtaining additional information from students. In addition to administering feedback instruments to the entire class at scheduled times during the program, the Program Specialists/ Technicians or other designated personnel will provide individual students with Course/Instructor Feedback Forms as requested by the students so they may provide feedback on courses/instructors as desired.

8.   <u>PROCEDURES</u>.

a.   <u>Scheduling</u>. On or about day five of each basic program, a 1-hour block of time will be scheduled for students to receive a briefing about the Student Feedback System and to complete the Administrative Services I Feedback Form and one Course/ Instructor Feedback Form. This may require extending the training day, depending upon the program in which it is scheduled.

Additional 30-minute blocks of time for students to complete Course/Instructor Feedback Forms will be scheduled during examination periods. During each of these blocks, students will provide feedback on two courses that have been completed.

A final 1-hour block of time for student feedback will be scheduled during the normal training day at the end of the program. During this block, students will complete the Program Feedback Form and the Administrative Services II Feedback Form.

b.   Briefing of Students and Administration of Feedback Forms. The briefing of students will be the responsibility of the Program Specialist, Program Technician, or other person designated by the Program Manager and will be accomplished by showing them a videotape that has been developed for that purpose. The following will be accomplished by Program Specialists, Program Technicians or, when these personnel are not available, other persons designated by the Program Manager.

1st Block - During this block, students will view the videotape on the Student Feedback System. Following the videotape, students will complete the Administrative Services I Feedback Form and will complete one Course/Instructor Feedback Form for a designated course. When these forms have been completed by students, the Program Specialist, Program Technician, or other person designated by the Program Manager will complete the appropriate Data Processing-Information Sheets (FTC-OGT-54A and FTC-OGT-54C) (See Attachments 5 and 6), seal the sheets and the feedback forms in specially marked envelopes, and safeguard them until they can be hand-delivered to the Information Systems Division (ISD) for processing.

During the blocks scheduled for student feedback as part of examination periods, Program Specialists, Program Technicians, or other persons designated by the Program Manager will administer Course/Instructor Feedback forms for designated courses. When these forms have been completed by students, the program Specialist, Program Technician, or other person designated by the Program Manager will complete the appropriate Data Processing Information Sheet for each course instructor on which student feedback was provided (See Attachment 5), seal the sheets and the feedback forms in specially marked envelopes, and safeguard them until they can be hand-delivered to ISD for processing.

During the final block scheduled for student feedback, the Program Specialists, Program Technicians, or other persons designated by the Program Manager will administer the Program Feedback and Administrative Services II Feedback Forms. When these forms have been completed by students, the Program Specialist, Program Technician, or other persons designated by the Program Manager will complete the appropriate Data Processing Information Sheets (FTC-OGT-54B and FTC-OGT-54D) (See Attachments 7 and 8), seal the sheets and feedback forms in specially marked envelopes, and safeguard them until they can be hand-delivered to ISD for processing.

c.   Data Processing and Records. The ISD will process the completed Feedback Forms, seal the resulting reports and forms in specially marked envelopes, and safeguard them until they are picked up by Program Specialists/Technicians for delivery to the Office or Administration or the appropriate Division Chief or Program Manager.

9.   PROTECTION OF PRIVACY. The feedback provided by students about PROGRAMS AND ADMINISTRATIVE SERVICES (Program Feedback Form, Administrative Services I Feedback Form, and Administrative Services II Feedback Form) should be seen and used as necessary by any manager or employee having a need for the information. Student feedback provided by students about specific members of the Center staff is intended to be seen only by the persons concerned and their first- and second-level supervisors. To ensure that information about specific persons is properly safeguarded, the following procedures will be adhered to:

a. All personnel who handle or process completed feedback forms and/or reports will take necessary precautions to ensure that unauthorized personnel are not allowed access to the completed forms and reports.

b.   Specially marked and sealable envelopes will be used for storing and transmitting completed feedback forms. These envelopes will be clearly marked as containing student feedback information which is to be seen only by the addressee(s).

c.   Completed Administrative Services and Program Feedback forms will usually not contain information about specific members of the Center staff. If the Assistant Director for Administration or a Program Manager notes comments on completed feedback forms about individuals, that information will be provided to the individual's supervisor. Comments on the forms retained by the Assistant Director for Administration or Program Manager will be obliterated so that individual names cannot be associated with comments.

d.   The Chief, ISD, will ensure that appropriate safeguards for the protection of individual privacy are incorporated into the Student Feedback Module of the TMS.

e.   Filing and destruction of completed feedback forms and reports will be accomplished as follows:

(l)   Filing. Completed forms, reports, correspondence, and other documents related to the student feedback system are classified as Program Files, and they will be filed under the appropriate LET files classification. Completed Course/ Instructor Feedback forms and reports must be filed in a locked container that is accessible only to Division Chiefs and Assistant Division Chiefs. Completed Administrative Services and Program Feedback Forms may be filed in containers that are accessible to non-supervisory personnel, provided they do not contain information about specific personnel by name.

(2)   Destruction of Files All files related to the Student Feedback System will be broken at the end of each fiscal year, placed in the inactive files for l year and then destroyed.

10.   SELECTION AND SCHEDULING OF COURSES/INSTRUCTORS TO RECEIVE FEEDBACK. As noted in paragraph 7g., above, ISD is responsible for the development and maintenance of a computerized system for the equitable selection of courses and instructors to receive student feedback. While this' will be the primary means Oc. selection and scheduling, the system will make allowances for managers to select courses/instructors for feedback "out of sequence" as necessary. In addition to the formal scheduling of courses/instructors for feedback, any student may complete a Course/Instructor Feedback Form on any course/instructor at any time. Students accomplish this by obtaining a Course/ Instructor Feedback Form from the Program Specialist/Technician or other designated person. After completing the form, students

place it in the specially marked, locked container located in their classroom Completed Course/Instructor Feedback Forms will be removed from these containers by the Program Specialists/Technicians or other designated persons and delivered by them to the Division Chiefs of the instructors to whom the forms pertain. Individually completed feedback forms will not be computer processed.

11.   USES OF STUDENT FEEDBACK. Information obtained from student feedback about courses, instructors, programs, and administrative services is a valuable source of information that can be useful in identifying strengths and weaknesses or problem areas concerning courses, instructors, programs, and administrative services. Users of student feedback must exercise caution in interpreting the information and making decisions based on the information. Student feedback is only one of several sources of information about the effectiveness of Center activities, and it should never be used as the exclusive basis upon which to make decisions or initiate change.

        a.   Course/Instructor Feedback. This portion of the Student Feedback System is used by instructors and their supervisors to improve the courses and the delivery of the courses,

        b.   Program Feedback. Program feedback provides Program Managers with useful information for identifying and resolving problems related to their programs and for planning and conducting curriculum reviews and conferences.

        c.   Administrative Services Feedback. Feedback about Center facilities and services assists the Office of Administration in identifying and resolving problems related to these areas.

12.   SUPPLY OF FORMS. The forms required by this directive may be obtained from the Program Support Division, Office of General Training.

13.   OFFICE OF PRIMARY INTEREST. Office of General Training.

                                                Charles F. Rinkevich
                                                Director

Attachments (8) may be obtained from OGT